Overview

Based on the strategic direction, PTI recommended changes in software applications, IT service delivery, and technical architecture.

This chapter outlines the projects, costs, and schedule necessary to implement these recommendations. It presents:

◆ Project Summary

◆ Project Schedule

◆ Project Costs

◆ Plan Benefits

As part of the implementation planning work, we:
- **Developed projects based on City priorities and goals**
- **Conducted a planning workshop with the project steering committee to validate project costs and timelines**
- **Developed the IT strategic plan**